



## **Explorer Coachlines LTD - Booking Terms & Conditions:**

### **Quotes:**

These are made based on information provided by the customer at the time. Should your itinerary change either prior to travel or during the travel, the costs will increase accordingly. If no specific routing is provided at quoting, the route shall be on the fastest / least distance route suitable. Any variation from the shortest route or indicated timeframe is chargeable to the organiser.

### **Driving Hours:**

From pick up to drop off the maximum is 12hrs followed by a continuous 10-hour rest break. A continuous 30-minute meal/rest break must be available at least every 5 ½ hours. Where a tour itinerary is provided by clients without actual start / finish times stated, any days quoted are based on a maximum of 12 hours from start to finish during any given day.

### **Road Conditions:**

Explorer Coachlines reserve the right to alter routing for safe travel especially during winter.

### **Farm Visits:**

Un-like stock trucks and milk tankers etc, our coaches have low suspension and require large turning circles; we cannot travel beyond the curb in most circumstances.

### **Food & Drinks on Coaches:**

Any food and drinks except bottled water are strictly forbidden on our coaches. Any spillage occurring resulting in cleaning will be charged to the organiser of your trip. The coach is expected to be available in a reasonable standard for another hire immediately after your excursion. Our cleaning fee is \$350inc and any breakages that occur on the hire the organiser will be liable for and charged.

### **Driver meals and accommodation:**

For every night away from Auckland, the customer is required to provide quiet Hotel or motel standard accommodation with own bathroom/ toilet facilities. All breakfasts and dinners are also to be provided by organisers. In some cases customers may decide with prior arrangement to opt out so Explorer arrange these for our drivers, in these cases, a payment of \$250inc will normally be required per night away from Auckland on top of any coach hire fees payable. Please check these options during the quoting process.

### **Payments:**

Cash customers require a 20% deposit at time of booking. This is non-refundable 8 days out from travel. Payment can be made by cash, credit card or direct bank transfer. The balance is payable as cleared funds before the first day of travel. For credit card payments 3% surcharge will be added on top of quoted price.

**Refunds and Cancellations:**

- 8 days or more from travel, full refund of all money paid.
- 7 days or less from travel: 50% cancellation charges may apply if the coach cannot be re-booked over the same time.
- 24 hours or less: Full loss of booking, 100% of the travel fee is payable. In the event of poor weather cancelling the booking and it can be rebooked for another suitable date no cancellation cost.

All bookings are taken in accordance of these terms.

**Break down or delay:**

In the unlikely event of a breakdown or accident occurring, Explorer Coachlines will endeavour to arrange suitable transport as soon as possible. The transport may or may not be the same standard but it will be the quickest solution to make sure the charter is moving as soon as possible. Such matters are beyond our reasonable control so we take no responsibility for delays or missed appointments.